

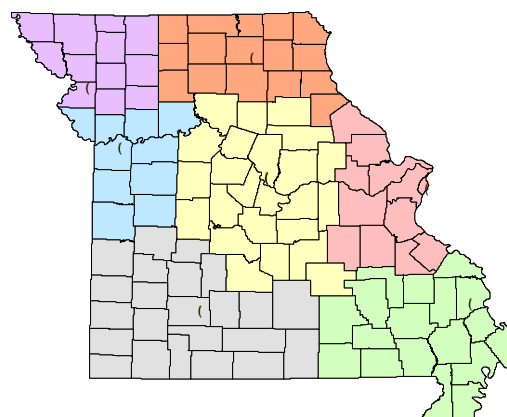
PARTICIPANT SATISFACTION REPORT

Evidence-Based Courses, 2004-2005

Purpose

The Missouri Arthritis and Osteoporosis Program (MAOP) offers four evidenced-based courses through the Regional Arthritis Centers (RACs) (Figure 1). The evidence-based courses offered include the Arthritis Foundation Aquatic Program, the Arthritis Foundation Exercise Program, the Arthritis Foundation Self-Help Program, and Living with a Chronic Condition. This report focuses on the participants' satisfaction with the four evidence-based courses offered during 2004 to June 30, 2005.

Figure 1: Location of Regional Arthritis Centers



Methodology

The information to assess the participants' satisfaction with the evidence-based courses was gathered through a survey (Appendix A). The course leaders administered the survey to the participants at the end of the program. Once the surveys were returned to the MAOP program coordinator and data entry was completed, the epidemiologist conducted a descriptive and content analysis of the data using SPSS 14.0.

Results

Survey

A total of 849 surveys were received from the four evidence-based courses. Surveys were received from all seven RACs; however, the return rate varied greatly by RAC. Over three-fourths of all the surveys received came from the Southwest RAC and the Northeast RAC (Table 1).

Table 1: Percent of survey respondents by RAC		
	Number of Survey Respondents N=849	Percent of Respondents %
RAC		
Central	5	0.6
East	111	13.1
Northeast	301	35.5
Northwest	30	3.5
Southeast	32	3.8
Southwest	368	43.3
Missing	2	0.2

Survey Respondents

The survey respondents had a diverse history of how and why they came to participate in the evidence-based courses. The survey respondents reported the most popular way of learning about the courses was from family or friends at 35.7% and a physician referral at 19.6% (Table 2). Over 50% of respondents identified participating in the courses to both alleviate physical symptoms caused by arthritis and/or to interact with other people with arthritis who have similar problems (Table 3).

Table 2: How participants learned about the evidence-based courses

Source	Number of Survey Respondents N=849	Percent of Respondents
RAC	57	6.7
Mail	63	7.4
Physician	166	19.6
Arthritis Foundation	62	7.3
Family member or Friend	303	35.7
Community Presentation/Health Fair	61	7.2
Other	3	.4

Table 3: Reason for participating in an evidence-based course

Reason	Yes %	No %
Alleviate physical symptoms caused by arthritis	63.0	28.9
Learn more about arthritis and arthritis self-management techniques	45.1	46.4
Interact with other people with arthritis who have similar problems	51.2	40.4
Other	0.9	78.6

Overall Satisfaction

Overall, 96.6% of survey respondents felt the course meet their expectations, 1.1% were unsure if it met expectations, and 0.5% felt it did not met their expectations. The respondents who felt the course had not met their expectations provided no comments. Those who offered feedback for why they were unsure if their expectations were met stated they had not taken the course long enough.

Facility Satisfaction

For all of the evidence-based courses, over 90% were satisfied with the convenience of the location where the course was held (71.8% very good and 19.2% good) and less than one percent found the convenience of the course location to be very poor (Table 4). Respondents were also satisfied with the accessibility of the building where the evidence-based courses were held (Table 4). Two questions were specific to the Arthritis Foundation Aquatic

Table 4: Satisfaction with facility characteristics

Characteristic	Number of Survey Respondents N=849	Percent of Respondents
Convenience of location		
Very Good	610	71.8
Good	163	19.2
Average	44	5.2
Poor	6	0.7
Very Poor	4	0.5
Missing	22	2.6
Building Accessibility		
Very Good	596	70.2
Good	147	17.3
Average	33	3.9
Poor	13	1.5
Very Poor	0	0.0
Missing	60	7.1

Program: 1) ease and safety of pool entry and exit and 2) water temperature. Of the survey respondents who participated in the Arthritis Foundation Aquatic Program, over 70% were satisfied with the ease and safety of the pool entry and exit. Unfortunately, no information was recorded on the water temperature.

Discussion

As a result of participating in the evidence-based courses, over 50% of survey respondents felt it was “very true” that they had more confidence in their ability to take care of their arthritis, had experienced increased range of motion and relieved joint stiffness, and had experienced improvement in their mood and self-esteem (Table 5). More than two-thirds (72.5%) of the

Table 5: Benefits of course participation		
Statement	Number of Survey Respondents N=849	Percent of Respondents
Made me more confident in my ability to take care of my arthritis		
Very True	511	60.2
Somewhat True	230	27.1
Not at All True	4	0.5
Unsure	10	1.2
Not Applicable	25	2.9
Missing	69	8.1
Increased my range of motion and relieved joint stiffness		
Very True	535	63.0
Somewhat True	243	28.6
Not at All True	7	0.8
Unsure	13	1.5
Not Applicable	11	1.3
Missing	40	4.7
Increased my independence and ability to carry out daily activities		
Very True	378	44.5
Somewhat True	238	28.0
Not at All True	11	1.3
Unsure	11	1.3
Not Applicable	22	2.6
Missing	189	22.3
Decreased my arthritis-related joint pain		
Very True	334	39.3
Somewhat True	328	38.6
Not at All True	29	3.4
Unsure	33	3.9
Not Applicable	31	3.7
Missing	94	11.1
Improved my mood and self-esteem		
Very True	566	66.7
Somewhat True	182	21.4
Not at All True	14	1.6
Unsure	10	1.2
Not Applicable	14	1.6
Missing	63	7.4

respondents indicated that it was “somewhat true” or “very true” that participation in the courses increased their independence and ability to carry out daily activities. Nearly four out of five respondents felt it was “somewhat true” or “very true” that participation had decreased their arthritis-related joint pain. In addition to increased abilities and improvement in mood and self-esteem, nearly 70% of survey respondents felt they would make changes in their arthritis care as a result of participating in the course (69.1% would change and 6.9% would not). Close to half (46.5%) stated they would make changes to relaxation techniques (46.5%). A somewhat higher proportion of participants said they would increase

stretching exercises (62.7%) and increase strengthening exercises (54.9%). Compared to relaxation techniques and exercises, respondents reported less interest in making changes to eating habits (31.7%), joining an arthritis support group (9.4%), and improving their relationship with their doctor (11.8%).

Conclusions

Overwhelmingly, survey respondents were in support of recommending the evidence-based courses to others (93.6%). Approximately one percent of survey respondents would not recommend the course or were unsure if they would (0.5% and 0.6%).

There were several limitations to the evaluation of course participants' satisfaction with courses: repeat participation in the courses by some respondents, frequent turnover in evaluation staff, and failure of some course leaders to have participants complete the evaluation. As a result of these limitations, a new database was created with instructions for staff, unique identifiers were added to link each survey with its data entry record, and increased measures have been taken to increase the number of course leaders administering evaluations.

Despite the limitations, there are many strengths to the evaluation. Although mentioned as a limitation, there is value in repeat participants. They allow the evaluation to reveal why participants are satisfied with courses and are returning to participate again. Additionally, the survey asked a variety of questions about satisfaction including data on satisfaction with expectations and the facilities, why and how to improve upon the courses if the participants were not satisfied, and how to improve upon the courses among those who are satisfied but see areas for improvement.

Appendix A: Satisfaction Survey

Please help us improve future offerings by evaluating this program and its facilities.

Course Leader Name: _____

Course Dates: _____

Please check the appropriate box.

- ☐ People with Arthritis Can Exercise
☐ Arthritis/Fibromyalgia Self-Help Course
☐ Living with a Chronic Condition

- ☐ Aquatics Program
☐ Other (specify): _____

Circle a response for each item. If you rate an item poor or very poor, please briefly explain why in the comments section below.

Facility Characteristics	Very Good	Good	Average	Poor	Very Poor
Convenience of location	5	4	3	2	1
Building Accessibility	5	4	3	2	1
Ease and safety of pool entry and exit	5	4	3	2	1
Water temperature	5	4	3	2	1

Comments: _____

Please circle a response for each statement. If you rate a statement as Not at All True, please briefly explain why in the comments section below.

Participation in this course has	Very True	Somewhat True	Not at All True	Unsure	Not Applicable
Made me more confident in my ability to take care of my arthritis.	5	4	3	2	1
Increased my range of motion and relieved joint stiffness.	5	4	3	2	1
Increased my independence and ability to carryout daily activities.	5	4	3	2	1
Decreased my arthritis-related joint pain.	5	4	3	2	1
Improved my mood and self-esteem.	5	4	3	2	1

Comments: _____

This course met my expectations? (Please check the appropriate response.)

☐ Yes ☐ No ☐ Unsure If no or unsure, why not? _____

I found the following aspect(s) of the course the most helpful: _____

I would make the following change(s) to this course: _____

Appendix A: Satisfaction Survey Continued

I learned about this course from: (Please check all that apply.)

- | | |
|---|---|
| <input type="checkbox"/> Regional Arthritis Center | <input type="checkbox"/> Arthritis Foundation |
| <input type="checkbox"/> Information received in the mail | <input type="checkbox"/> Family Member or Friend |
| <input type="checkbox"/> Physician Referral | <input type="checkbox"/> Community Presentation/Health Fair |
| <input type="checkbox"/> Other (Please specify.) _____ | |

I participated in this course to: (Please check all that apply.)

- ☐ Alleviate the physical symptoms caused by my arthritis.
- ☐ Learn more about arthritis and arthritis self-management techniques.
- ☐ Interact with other people with arthritis who have similar problems as me.
- ☐ Other (Please specify.) _____

I have been participating in an arthritis education or self-management program for:

a) First Time b) Several Times: ____ Years, ____ Months c) Unsure ____

I will make changes in my arthritis care as a result of participation in this course?

- ☐ Yes ☐ No ☐ Unsure

If yes, I will make the following changes: (Please check all that apply.)

- | | |
|--|--|
| <input type="checkbox"/> practice relaxation techniques | <input type="checkbox"/> change to healthier eating habits |
| <input type="checkbox"/> do more stretching exercises | <input type="checkbox"/> join an arthritis support group |
| <input type="checkbox"/> do more strengthening exercises | <input type="checkbox"/> improve relationship w/my doctor |
| <input type="checkbox"/> other (please specify): _____ | |

Would you recommend this course to other people with arthritis? (Please check one.)

- ☐ Yes ☐ No ☐ Unsure If no or unsure, why not? _____

OPTIONAL:

What is your race/ethnicity? (Please check all that apply.):

- | | |
|--|---|
| <input type="checkbox"/> White, non-Hispanic | <input type="checkbox"/> Asian or Pacific Islander, non-Hispanic |
| <input type="checkbox"/> Black, non-Hispanic | <input type="checkbox"/> American Indian/Alaskan Native, non-Hispanic |
| <input type="checkbox"/> Hispanic | <input type="checkbox"/> Other (please specify): _____ |

What is your age? (Please check the appropriate category.):

- | | | |
|--------------------------------------|--------------------------------------|--------------------------------------|
| <input type="checkbox"/> Unknown | <input type="checkbox"/> 25-34 years | <input type="checkbox"/> 55-64 years |
| <input type="checkbox"/> < 18 years | <input type="checkbox"/> 35-44 years | <input type="checkbox"/> 65-74 years |
| <input type="checkbox"/> 18-24 years | <input type="checkbox"/> 45-54 years | <input type="checkbox"/> 75+ years |